Domestic Abuse Service Manager

Job Description and Person Specification

Job Description

Post Title

Domestic Abuse Service Manager

Base

Leicester, Leicestershire and Rutland

Salary

Starting salary £35,745

Hours of Work

37 hours per week, Monday-Thursday 9am- 5pm and Fridays 9am-4.30pm.
To include some evenings and weekends.
You will be required to participate in an out of hours rota

Responsible To

CEO

Responsible For

Domestic abuse practitioners, outreach workers, project support, housekeepers, volunteers, students, and any other employee allocated to the service.

Role Purpose

The Domestic Abuse Service Manager will lead the effective delivery, development and quality assurance of domestic abuse services for victim-survivors, including adults and children affected by domestic abuse. The postholder will ensure services are safe, trauma-informed, person-centred, inclusive and compliant with contractual, safeguarding and quality standards.

You will oversee service delivery across safe accommodation services and community and outreach services, across Leicester City/Leicestershire and Rutland, to ensure contract and funder requirements. The postholder will lead on data collection and analysis, and will attend contract management meetings with commissioners.

The postholder will lead on training development and delivery across the organisation.

The postholder will be a Designated Safeguarding Lead and be committed to ongoing development, leading an effective safeguarding culture.

Key Responsibilities

Operational Management

- Provide day-to-day operational management of the domestic abuse service, ensuring high-quality, safe and responsive support for victim-survivors.
- Line manage employees and volunteers, including supervision, appraisal, induction, training, wellbeing support and performance management.
- Manage employee sickness absence in line with organisational policies and employment good practice, including return-to-work discussions, absence monitoring, wellbeing support, referrals to appropriate support services and escalation where required.
- Oversee and manage service and staff cover arrangements, including rotas, planned and unplanned absence, annual leave, out-of-hours provision where applicable and business continuity, ensuring safe staffing levels are maintained.

Service Delivery

- Oversee case allocation, caseload management, risk assessment, safety planning and case recordings to ensure timely and effective intervention.
- Maintain effective quality assurance systems, including case audits, file reviews, policy compliance and continuous improvement plans.
- Develop and maintain strong partnerships with statutory, voluntary and community organisations, including police, housing, health, children's services, courts and specialist support agencies.
- Develop and deliver training, briefings, awareness sessions and events on domestic abuse, safeguarding, risk, trauma-informed practice and service pathways for employees, volunteers and partner agencies.
- To act as a super-user for the domestic abuse case management system, generating reports, developing reports and providing training across the organisation.
- Lead on monitoring, evaluation and reporting against contract, funder and organisational requirements.
- Use data, feedback and service outcomes to identify trends, improve provision and evidence impact.

- Complete data analysis and prepare accurate funder, commissioner and internal reports, ensuring service activity, outcomes, risks, themes and impact are clearly evidenced and submitted within required timescales.
- Promote equality, diversity, inclusion and anti-discriminatory practice across all aspects of service delivery.
- Ensure employees are supported to work in a trauma-informed, strengths-based and culturally competent way.
- Oversee the safe and effective management of refuge accommodation, including occupancy, referrals, move-in and move-on processes, house meetings, resident agreements and the maintenance of a safe, supportive communal environment.
- Contribute to strategic planning, service development, policy review and organisational learning.

Safeguarding and Health and Safety

- Ensure safeguarding responsibilities are met for adults and children, including appropriate referrals, information sharing and escalation where required.
- Represent the service at multi-agency meetings, including MARAC and safeguarding forums, ensuring the voice and safety of victim-survivors remain central.
- Support and contribute to Domestic Homicide Reviews and other statutory or organisational learning reviews as required, including providing accurate information, attending review meetings, contributing to action plans and embedding learning into service improvement.
- Lead on health and safety within the service, ensuring risk assessments, fire safety procedures, building checks, incident reporting, lone working arrangements and environmental standards are implemented, monitored and reviewed.

Finance

- Ensure all authorised spending is within budget parameters and that tight control is kept on expenditure, working to organisational policy.
- Ensure that the petty cash systems, spend approvals and expenses are in line with WALL's policies and procedures, working alongside the Finance Manager.
- Ensure that rental income is maximised for all units of safe accommodation, working alongside the Finance Manager.
- Working alongside the Finance Manager to ensure financial compliance for service contracts and safe accommodation.

- Assist with funding applications, bid writing and tender/grant submissions.

General Other Duties

- Facilitate team meetings and reflective practice group sessions, attend full employee team meetings, operational and senior management team meetings, in line with expectations
- Participate in campaigns to increase awareness of domestic abuse.
- To undertake any duties as may be reasonably required by the Finance Manager or CEO.

Person Specification

Criteria	Essential	Desirable	Method of Assessment
Experience	Experience of managing or supervising employees in domestic abuse, safeguarding, housing, social care, or a related support service. Experience of risk assessment, safety planning, case management, multi-agency working, rota planning, staff cover arrangements, data analysis, outcome monitoring, funder reporting, refuge accommodation management and health and safety procedures. Experience of working with vulnerable adults and children. Significant experience of data collection and data reporting.	Experience of managing IDVA, outreach, refuge, helpline, hospital-based or court-based domestic abuse services, including communal accommodation, property-related compliance. Experience of working in the voluntary sector.	Application Form, Interview and presentation

	Experience of delivering training.		
Knowledge	Strong understanding of domestic abuse, coercive control, trauma, safeguarding adults and children, and the impacts upon a victim. Depth of understanding in domestic abuse risk management and MARAC processes, Confidence and ability to contribute and engage with Domestic Homicide Reviews, understanding the barriers faced by victim-survivors, and other learning reviews. Knowledge of refuge/safe accommodation standards and housing-related support, including health and safety responsibilities in a relevant accommodation setting Skilled in effective employee performance and absence management and HR policy compliance. Experience of financial monitoring and working to a budget.	Knowledge of relevant quality standards, commissioning requirements, local domestic abuse strategies and specialist pathways.	Application Form, Interview and presentation
Skills and Abilities	Ability to lead teams, manage competing priorities, make sound	Experience of developing training materials or	Application Form, Interview

	decisions under pressure, coordinate service delivery and staff cover arrangements Communicate clearly, build partnerships. Excellent ICT skills. Analyse service data, identify trends, produce accurate funder, commissioner and internal reports, Design and deliver training, briefings or presentations to a range of audiences. Commitment to ongoing career professional development to achieving relevant qualifications and training, relevant to role and level of responsibility.	supporting organisational learning.	and presentation
Values and Approach	Commitment to survivor-centred, trauma-informed, inclusive and anti-discriminatory practice. To foster and create team spirit, in an ever-evolving environment. Ability to maintain professional boundaries.	Commitment to co-production and involving victim-survivors in service improvement.	Application Form, Interview and presentation

	Ability and priority to promote employee wellbeing. To work in a non-discriminative way and promote equality of opportunity. Ability to work under pressure and cope with challenging situations.		
Qualifications and Training	Relevant professional qualification, or equivalent experience, in domestic abuse, social care, safeguarding, criminal justice, housing, health, or management. Relevant training achieved in respect of specialist domestic abuse training. Relevant health and safety training and qualification, including fire safety. Willingness to study and to achieve an IDVA qualification to minimum of a level 4, and a relevant Service Manager qualification.	SafeLives IDVA qualification, or SafeLives Service Manager qualification.	Application form, interview and ID documents
Other Requirements	Ability to work flexibly, maintain confidentiality and comply with organisational policies. An understanding of and commitment to:		Application Form, Interview and presentation

	• Equality, Diversity and Inclusion • Safeguarding • The ethos of WALL To undertake an enhanced DBS check, including the Barred List. Access to own vehicle, full driving licence, and ability to travel to multiple service locations across Leicester City, Leicestershire and Rutland. To work on site and within the refuges, daily.		